

No.Haj-15/5/2024-Haj-MoMA (pt.1) (e-145067)
Government of India
Ministry of Minority Affairs
(Haj Division)

6th Floor, MTNL Building
CGO, Lodhi Road, New Delhi-03

Date: 25 March 2025

Notice

Reference is invited to various circulars of the Ministry from time to time, including meetings under the chairmanship of Secretary & Joint Secretary, Ministry of Minority Affairs wherein the CHGOs were advised to deposit their respective payments into the account of Haj Committee of India (HCoI), for finalisation of their service arrangements/contracts to be entered into directly by the Combined Haj Group Organisers (CHGOs) with the various service providers for Haj 2025.

2. CHGOs were advised to repay the payment made by HCoI on their behalf for booking various zones vide notice dated 19.12.2024. Vide Ministry's Notice Haj-22/21/2023-Haj-MoMA (pt.1)(e-140701) dated 02.01.2025, the payment portal of HCoI was notified for CHGOs to enable crediting of their e-wallets in Saudi Arabia for conducting their financial transactions in Saudi Arabia. Since there was no response from CHGOs, a reminder notice dated 07.02.2025 to remit amounts for finalisation of service arrangements for their respective pilgrims in Saudi Arabia as per Saudi guidelines applicable including HCoI's dues, was issued. On 21.02.2025, it was once again written to CHGOs to repay HCoI for payments of zones carried out on their behalf latest by 10.03.2025. Reference may also be placed on the WhatsApp group specifically created by the Ministry for the purpose of better coordination and dissemination of information with Consulate General of India (CGI) Jeddah, HCoI & CHGOs.
3. Reference is also invited to Notice dated 10.03.2025 of the Ministry and meeting held by the Joint Secretary (Haj) on 12.02.2025 with all the CHGOs in which CGI Jeddah had also joined. It was emphasised that full payments on account of service contracts be deposited immediately by 12.03.2025 (end of the day). The same was further emphasised vide Ministry's notice dated 13.03.2025 that payments be made latest by 14.03.2025 (06:00PM) to enable CGI, Jeddah to negotiate with Saudis to get a window for opening the *Nusuk* Portal for CHGOs for entering into contracts and finalising their arrangements.
4. Subsequently, a meeting was held by Secretary (MA) with the CHGOs on 20.03.2025 and Ministry's notice dated 20.03.2025 was issued wherein the Ministry had communicated a deadline of 20.03.2025 (05:00PM) for depositing all payments pertaining to Service Provider contracts and 24.03.2025 (05:00PM) as the deadline for depositing all payments related to accommodation and transport/logistics contracts.

5. However, despite repeated requests, it is noticed that some of the CHGOs have not been able to make complete payment, as per their self assessed dues as on end of day of 24.03.2025.

6. It is unfortunate that despite repeated opportunities being given to the CHGOs to make payments urgently so that scope for entering service contracts be negotiated and obligations to their respective pilgrims be protected, many CHGOs have not been able to meet their obligations which may lead to severe consequences for the pilgrims. This is in spite of the fact that it has been clearly stated that the Ministry's negotiating power with the Saudi Government (to seek a window for the CHGOs on the *Nusuk* portal for finalising their arrangements) would be dependent on the money credited into their respective *Nusuk* e-wallets through HCoI.

7. The Ministry of Minority Affairs remains in close coordination with the Ministry of External Affairs in seeking a suitable resolution on the matter with the Saudis. However, the direct role of the Ministry w.r.t. CHGOs is very limited, and the CHGOs are to finalise all their arrangements on their own as has been the practice, which includes complying with the Saudi guidelines, timelines and procedures. The Ministry once again urges the CHGOs to deposit their full payments on the HCoI's portal at the earliest as it would help strengthen the Government of India's negotiating position in seeking a suitable resolution on the matter.



(Anup Barman)

Under Secretary to the Govt. of India

To,

All CHGOs & its constituent members HGOs - for information & necessary action.

Copy to:

- (i) Senior PPS to Secretary(MA)
- (ii) PPS to JS(Haj)
- (iii) CEO, HCoI
- (iv) CGI, Jeddah

Copy also to:

- (i) Sr. Director, NIC-for uploading on website of this Ministry.
- (ii) Team Lead, IT support team- for uploading on HGO portal.